

NASA SHARED SERVICES CENTER

# NASA Contracting Intern Program (NCIP) Service Delivery Guide

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PRINTED DOCUMENTS MAY BE OBSOLETE. VALIDATE PRIOR TO USE.

## Approved by

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2/16/2006

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Basic			Basic Release

# NASA Contracting Intern Program (NCIP)

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## Introduction

The NASA Contracting Intern Program (NCIP) is a component of the Contract Management Division at NASA HQ, Office of Procurement that establishes policy for the recruitment and selection of Contracting Interns (GS-1102). The NCIP Program provides an opportunity for college graduates with degrees in business related fields to launch a civil service career with NASA. The NCIP is a 30-month program, which consists of a recruitment/employment effort that permits selected interns to rotate between two NASA Centers for on-the-job training assignments in the field of contracting. Participating NASA centers include Goddard Space Flight Center, Langley Research Center, Marshall Space Flight Center, Kennedy Space Flight Center, Glenn Research Center, Stennis Space Center, Johnson Space Flight Center, Ames Research Center, Dryden Research Center, and the NASA Shared Service Center.

The objective of the NASA Shared Service Center (NSSC) is to support NASA HQ NCIP Program Manager in the recruitment and administration of the contracting internship program. NSSC support for the NASA Contracting Intern Program (NCIP) will include:

- Recruitment
- Website development and maintenance
  - An internal website will be developed and maintained for internal customers (NCIP Program Manager, Center POC's, and Interns)
  - An existing external website will be transitioned to NSSC and maintained for external customers (Public domain)
- Program Support for the NCIP Program Manager
  - Monitor intern duty status
  - Distribution of awards
  - Promotion Processing
  - Conversion status
  - Monthly telecoms
  - Individual Development Plans and Performance Evaluations
  - Relocation assistance
  - Reimbursement assistance for student loans
  - Travel authorization and reimbursement assistance
  - Background investigations
  - Assisting interns with NASA policies and processes
  - Tracking, reviewing, and forwarding recommendations of applicants to HR
- Annual review of the NCIP Handbook and updates as necessary

## Process – NASA Contracting Intern Program (NCIP)

### *Roles & Responsibilities*

Roles and Responsibilities	Action	Tips/Notes
<p>Step 1</p> <p><b>HQ Program Manager (PM)/ NSSC Program Coordinator (PC) – (IG)</b></p>	<p>Formulate a budget for the NCIP</p> <p><b>Output:</b> Annually, the PM and PC will work together to formulate a budget for the NCIP Program.</p>	<p>Note: Data from previous years and projections are used in estimating future operating cost</p>
<p>Step 2 (a)</p> <p><b>HQ Program Manager (PM)</b></p>	<p>Determine the need for a new intern class.</p> <p>PM shall solicit input from Center Procurement Officers regarding projected available slots.</p> <p><b>Output:</b> Decision to recruit and determine the number of potential hires to recruit anticipated start dates.</p>	<p>Note: A decision to recruit is typically made during the June/July timeframe.</p>
<p>Step 2 (b)</p> <p><b>NSSC-PC (SP)</b></p>	<p>Coordinate with PM and Centers' POC to determine the recruitment method.</p> <p><b>Output:</b> Decision on recruitment method: targeted or agency corporate</p>	<p>Note: Recruitment normally occurs every other year, during the Fall and Spring semester. New interns are typically hired during the summer of odd numbered years.</p>
<p>Step 3 (a)</p> <p><b>NSSC-PC (SP)</b></p>	<p><u>Corporate Recruitment:</u> Coordinate with Agency corporate recruitment leads to ensure NCIP participation.</p> <p><b>Output:</b> Decision to participate in specified events.</p>	<p>Note: Agency-wide events are held at specific time and locations during the Fall and Spring. NCIP PC and PM attend and interview candidates.</p>
<p>Step 3 (b)</p> <p><b>NSSC-PC (SP)</b></p>	<p><u>Targeted Recruitment:</u> Develop list of targeted schools, assign recruitment actions to POC's, ensure NCIP participation at agency events, develop candidate evaluation criteria.</p> <p><b>Output:</b> List of targeted schools and candidate evaluation criteria.</p>	<p>Note: POC's will work with Center HR to contact business schools, schedules interview dates, provide pre-screening requirements, and necessary OPM forms to the schools.</p>
<p>Step 3 (c )</p> <p><b>HQ Program Manager (PM)</b></p>	<p>Review and approve list of targets schools and candidate evaluation criteria.</p>	

Roles and Responsibilities	Action	Tips/Notes
<p>Step 5</p> <p><b>NSSC-PC (SP)</b></p>	<p>Develop, update, and/or maintain the NCIP Handbook, recruitment literature, and Internal/External websites</p> <p><b>Output:</b> Internal website created and maintained. External website transferred and maintained. Updates of NCIP handbook in hardcopy and softcopy.</p> <p>Response to all inquiries generated from the external website. Ensure all weblinks to both external and internal are working properly.</p>	<p>Note: Changes to NCIP handbook shall be provided to NSSC Contracting Officer on an annual basis in accordance with DRD 3.3-4.</p> <p>Changes to the NCIP handbook will be coordinated with the NCIP HQ Program Manager.</p> <p>Website content, appearance and format will be coordinated with the NCIP HQ Program Manager and ONE NASA Portal representatives.</p> <p>Website content and handbook updates will be coordinated with HQ Public Affairs in an electronic format.</p> <p>Submit NCIP handbook to the Printing &amp; Design Department for reproduction, if necessary.</p>
<p>Step 6 (a)</p> <p><b>NASA HQ Program Manager/NSSC PC /KSC HR/ Center POC/OPM</b></p>	<p>HQ Program Manager and NSSC-PC will interview, evaluate, and rank candidates. HQ Program Manager will forward recommendations to KSC/HR. KSC HR will coordinate with OPM for ranking of NCIP candidates. KSC HR will forward OPM list to HQ Program Manager for final selections decision. KSC HR will forward offer letter to the candidates.</p> <p><b>Output:</b> List of selected candidates from HQ Program Manager and offer letters to candidates from KSC HR.</p>	<p>Note: KSC HR responsibilities may be transitioned to NSSC Human Resources function in the future.</p> <p>Center POCs interview, evaluate, and rank candidates under targeted recruiting method.</p>

Roles and Responsibilities	Action	Tips/Notes
<p>Step 6 (b)</p> <p><b>NSSC PC (SP)/NASA HQ Program Manager/KSC HR</b></p>	<p>PC will coordinate with KSC HR regarding offer letters to candidates. Upon receipt of acceptance of offer letter, the PC will coordinate duty station locations and start dates with interns and review of position availability and start dates from Step 1(b). PC will reconcile differences with Centers, KSC HR, and gain NASA HQ Program Manager approval. The Office of Procurement's Administrative Officer will initiate personnel actions.</p> <p><b>Output:</b> List of selected candidates, to include duty locations and start dates.</p>	<p>Note: 1st duty station is typically 12 months. Exceptions may be made on a case by case basis.</p>
<p>Step 6 (c )</p> <p><b>Office of Procurement's Administrative Officer/NSSC PC (IG and SP)</b></p>	<p>Issue formal letters to interns verifying duty station location, length of term, start dates, etc.</p> <p>The Office of Procurement's Administrative Officers will initiate personnel actions.</p> <p><b>Output:</b> Letters distributed to successful and unsuccessful candidates.</p>	<p>Note: A copy of this letter is forwarded to the Office of Procurement, HR Relocation Specialists, and POC.</p> <p>Unsuccessful candidates are also notified.</p> <p>The NSSC PC shall maintain intern data files, including copies of correspondence, personnel documents, transcripts, training records, etc.</p>
<p>Step 7</p> <p><b>NSSC PC (SP)/HR Relocation Specialist/Relocation Contractor</b></p>	<p>PC to coordinate intern relocation for 1<sup>st</sup> duty station with Human Resources, individual interns. Intern to coordinate with relocation contractor. PC to monitor.</p> <p><b>Output:</b> SP to prepare and submit a relocation contractor information package for each intern to HR. SP to obtain a copy of intern travel orders for NCIP files from HR Relocation Specialist.</p>	<p>Note: Goddard Space Flight Center Transportation Officer is responsible for HQ employee relocation assistance. NCIP interns are HQ employees.</p>

Roles and Responsibilities	Action	Tips/Notes
Step 8 <b>NSSC PC (IG/SP)</b>	Coordinate NCIP Training and Travel Orders for Training. Maintain training records.  <b>Output:</b> Initiate travel orders in the Travel Manager System, schedule initial training class.	Procurement training is planned and executed per <u>NSSC-PR-1107</u> .
Step 9 <b>NSSC PC (IG/SP)</b>	Schedule and plan for New Intern Orientation by assisting the PM in the development and implementation of the new intern orientation program.	Note: The following offices should participate in orientation - Procurement training, Personnel, Benefits, Security, Tuition Assistance, Student Loan Repayment Program, Government Travel Card Program, and Office of Procurement.  PC should ensure all forms are routed to the proper offices.
Step 10 <b>Center Supervisor</b>	The Center's Supervisors will ensure that the intern has performance planning and required system accesses to ensure successful completion of the internship. The supervisor will monitor intern work assignments, provide support, identify development and training opportunities, and to identify opportunities to reward intern performance.	Note: Interns need an Individual Development Plan and Performance Plan, access to WebTADS, Travel Manager, CMM/SAP, etc. to be made available for the completion of all required tasks.
Step 11 <b>NSSC PC (IG/SP)/Center Supervisor</b>	The Center supervisor will review intern performance information, make promotion recommendations, and provide information to NSSC PC. The PC will consolidate and compile a summary of performance evaluation data and provide to PM for review. The PM will review and approve performance information and award and promotion recommendations. The PC will forward necessary documentation to HR for promotion recommendations. The PM will forward necessary documentation to the Office of Procurement for award recommendations.	Note: Intern performance evaluations are required annually, but 6 months evaluations are strongly encouraged.
Step 12 <b>Center Supervisor/NSSC PC (SP)</b>	Coordinate of relocation to second duty station. Process is similar to 1 <sup>st</sup> duty station.	



Roles and Responsibilities	Action	Tips/Notes
Step 13 (a) <b>HQ Program Manager/NSSC PC (SP)</b>	Coordinate assignment of permanent NASA position. When intern is within 9-12 month of program completion, solicit Procurement Officer input on available permanent positions	Note: PC will coordinate with Center POC for the collection of the intern information pertaining to their permanent locations and program completion.
Step 13 (b) <b>NSSC PC (IG/SP)</b>	Notify Center POCs of intern interest and verify availability.	Note: Centers may request to convert an intern to permanent status prior to the completion of the 30 month program. Early conversion may be conducted with the approval of the PM.
Step 13 (c ) <b>HQ Program Manager</b>	Approve requests from Center HR to extend permanent offers.	
Step 13 (d) <b>NSSC PC (IG/SP)</b>	Notify Office of Procurement & appropriate HQ/NSSC personnel of planed conversion for processing.	

## Metrics

Initiating Office/Entity	Deliverable (Output)	Receiving Office/Entity	Metric
NSSC (IG/SP)	Procurement Services	HQ Office of Procurement Program Manager, NCIP Interns, and Procurement Officers	Customer satisfaction feedback.

## Privacy Data

*All participants involved must ensure protection of all data covered by the Privacy Act.*

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## System Components

### *Existing Systems*

IT System Title	IT System Description	Access Requirements	IT System Interfaces
External NCIP Website	Website Application	Public	

### *New Systems*

Generic System Title	Business Requirements for System	Access Requirements	IT System Interfaces
TBD	Log to Support NSSC internal activities, metrics, etc.	NSSC SP and IG Intern Program Managers	TBD
Internal NCIP Website	Website Application	NASA Interns; NASA HQ Program Manager; NSSC SP and IG Intern Program Managers	TBD

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## Contact Center Strategy

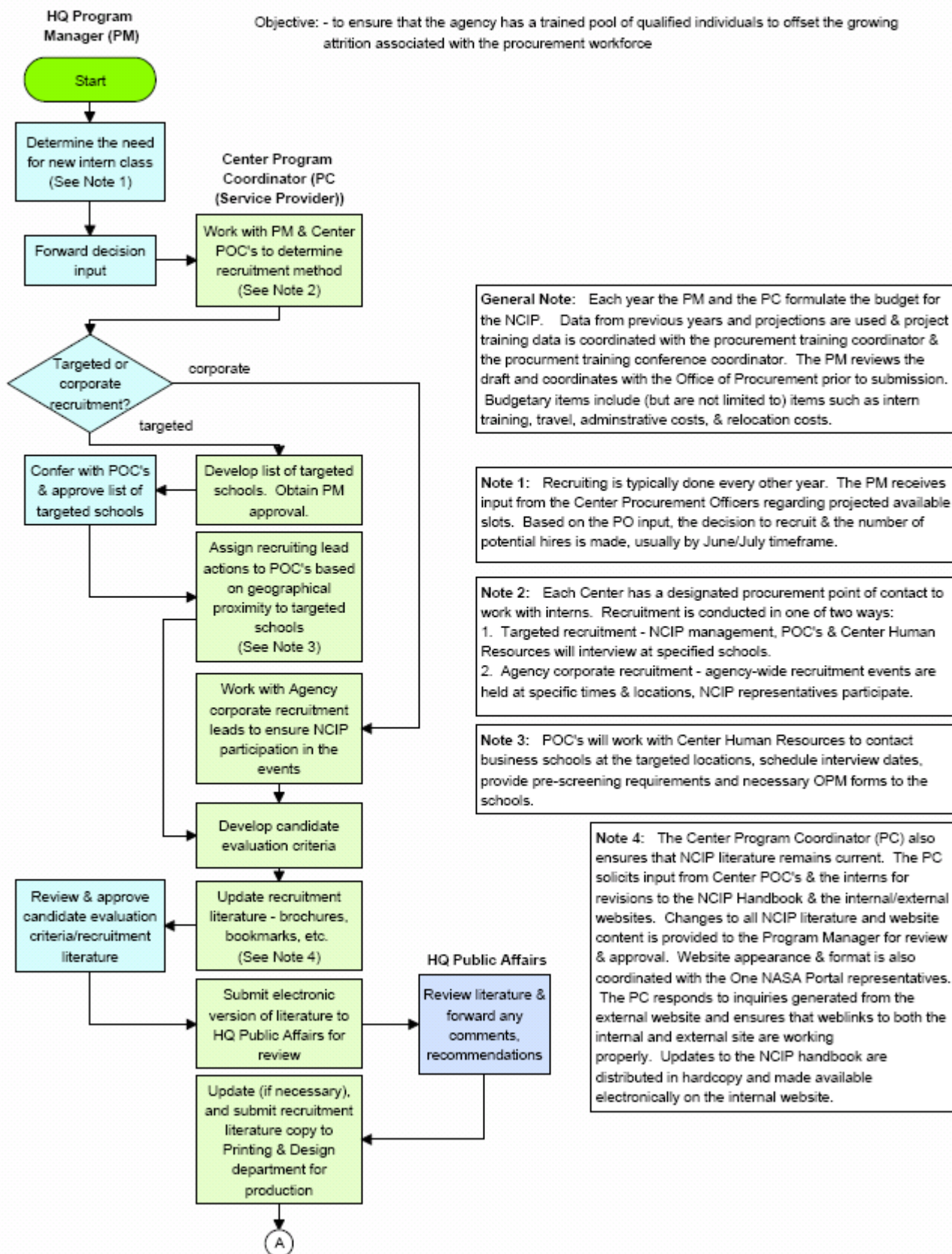
*Each activity requires a clearly defined contact center strategy which answers the question "Who will answer the call and handle the request" and defines the escalation parameters for the activity. Because of the varied nature of the NSSC's activities and volume of transactions, each activity has a unique contact center strategy. Refer to the NASA Shared Service Center Customer Contact Center Service Delivery Guide (3.5.1) for the contact center strategy for this activity.*

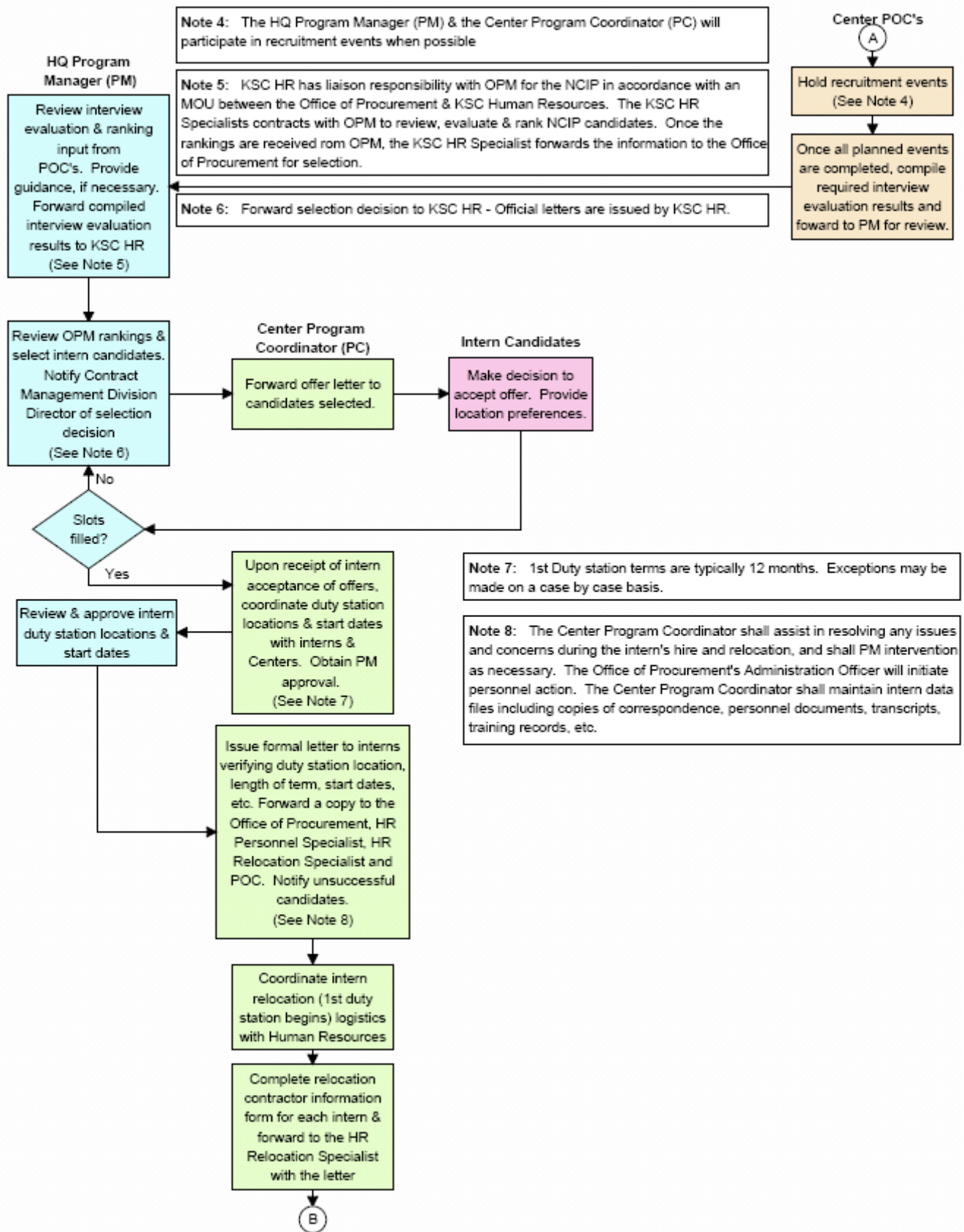
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## Appendix I

*Detailed NASA Contracting Intern Program(NCIP) Process Flow.*

## NASA Contracting Intern Program (NCIP)





Center Program  
Coordinator (PC)

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Verify with interns that communication with the relocation contractor was initiated in a timely manner

Ensure that interns complete & return all necessary forms to the relocation contractor in a timely manner

Ensure that interns contact the Transportation Officer to make arrangements for the moving company in a timely manner  
(See Note 9)

Verify that the travel orders are signed and forwarded to the interns in a timely manner

Obtain a copy of the travel orders from the HR Relocation Specialist for the NCIP files. Forward copy to intern, if necessary.

Coordinate course schedule with Procurement Training Coordinator for intern attendance at HQ sponsored contracting courses. Schedule and plan for new intern orientation.  
(See Note 10)

Ensure that all necessary documentation is completed by the interns & forwarded to the appropriate offices, such as travel orders, special accommodations, etc., prior to the orientation

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Note 9: The GSFC Transportation Officer is responsible for HQ employee moving arrangements.

Note 10: Procurement training is planned and executed per [NSSC-PR-1107](#), Procurement Training. Interns typically attend the required courses as a group & in conjunction or close to the scheduling of the new intern orientation. Exceptions may be made on a case by case basis. Level 1 courses are offered during the 1st year. Level II courses are offered upon completion of the Level 1 certification.

The Center Program Coordinator assists the Program Manager in the development and implementation of the new intern orientation program. The following offices should participate in the orientation: Procurement Training, Personnel, Benefits, Security, Tuition Assistance, Student Loan Repayment Program, & Government Credit Card Program. Office of Procurement management personnel should also be present.

Typically, interns will report to their duty stations prior to traveling to HQ for orientation. Orientation usually occurs during the intern's first or second week with the Agency. Initial procurement training occurs shortly thereafter.



